



## Terms of Service

As of 1 January 2020

It is in the interest of all parties (teacher, students and parents) concerned that the following terms and conditions be understood and followed throughout the duration of course. Music lesson will only commence after the acceptance of the following.

### **FEES**

Weekly lessons are charged at the rate of \$50-80 per hour (or pro rata) and are subject to annual review. Lesson are paid 2 weeks before the start of new term (January, April, July and October), by bank transfer, e-transfer, cash or cheque.

1 term = 12 lessons

For students with erratic schedule and are unable to attend lesson weekly, an ad hoc fee for 1 hour lesson will be charged at a flat rate of \$65 regardless of age and level.

### **COMMITMENT**

When students enroll, they are reserving their placement for the entire academic year. Parents are expected to understand that the lessons they pay for reserves an exclusive weekly time in teacher's schedule for their child. The teacher cannot resell that time, nor can she create extra teaching time to give lessons.

Lessons will continue throughout school holidays, except for major public holidays such as Chinese New Year and Christmas.

Extra lessons may be arranged by mutual agreement.

### **ABSENCE & MAKE-UP POLICY**

Lessons cancelled with less than 12 hours' prior notice is strictly non-refundable and will not be made up with the following exception: if the student falls sick or there is a family emergency, notify the teacher right away and a make-up lesson will be arranged.



## PY PIANO LESSONS

Student's advanced reschedule or cancellation: Only one Student Make-Up Day is allowed per term. As much notice as possible will be expected from the student if the normal lesson arrangement cannot be attended due to any reason.

Sickness: Students are not to attend the lesson sick. If a student displays signs of contagious illness, the lesson will be stopped immediately and the grown-up will be notified.

Teacher's cancellation: In the event that the lesson has to be cancelled by the teacher, alternative lesson arrangements will be offered.

### **PUNCTUALITY**

Lesson will start and finish on time even if the student has to start lesson late.

If for any reason the teacher starts a lesson late, student will still get full allotted time, thus ending late.

In case of inclement weather, the teacher will assess the roads near students' home to determine if it is safe to travel to conduct lesson. If it is deemed unsafe, lessons will either be cancelled and rescheduled to another day, or student may send an audio/video recording to the teacher for feedbacks and instructions on practicing at home. For the latter, the lesson will not be considered as "cancelled"/"missed".

### **OTHER LESSON ATTENDEES**

The parent/guardian of beginning students shall ensure a responsible adult is present for the duration of lesson until the student is comfortable with the teacher. Other family members and friends may sit in on the lesson, provided they are not disruptive in the opinion of the teacher.

### **MATERIALS**

Cost of materials or training aids required and provided by the teacher shall be borne by student.

### **PRACTICE**

The student must organise their time so that good quality practice can be done under normal circumstances and that the length of each practice session increases as the student advances.

The teacher reserves the right to change her mind and turn down request from student to enter for any examination/performance if the minimum number of quality at-home practice is not/cannot be met.



## **PHOTOGRAPHS, VIDEOS & RECORDINGS**

Any photographs, videos and recordings taken in the course of music lessons may be used on teacher's website for the purpose of demonstration and promotion.

## **DISMISSAL**

At the discretion of the teacher, the student may be dismissed immediately from her lesson for any of the following reasons: consistent misbehaviour (using rude language, not being cooperative etc), refuse to follow weekly assignment, excessive absences, lack of progress and preparation over several weeks, or consistent late payments.

Under such circumstances, any remaining lessons that have been paid for will be refunded.

## **TEMPORARY WITHDRAWAL FROM LESSONS**

Should it become unavoidable for students to continue their lessons for a period of time, at least a month's prior written notice is required. Same time slot will be reserved only if the student is away for less than 4 consecutive weeks. A fee of \$100 will be charged to partially cover the time reserved for the withdrawing student.

## **TERMINATION OF AGREEMENTS**

Whilst the teacher will use every effort to ensure the student makes satisfactory progress, this cannot be guaranteed. A decision to discontinue may be taken by the teacher and/or student, in which case a month's written notice shall be given by the party seeking to discontinue.

There will be no refund for the remaining lessons, should student seek to discontinue mid-term.

A 30 days' written and paid notice is required, should the student notify the teacher of discontinuation on the last lesson of the term.